

State of Hawaii
Department of Human Services
Benefit, Employment and Support Services Division
Employment & Training Program Office

Request for Proposals

HMS-903-09-07-S

**SEE Hawaii Work and Upfront Universal
Engagement (UFUE) Programs for TANF
Applicants and Recipients**

May 20, 2009

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, you may download the RFP Interest form, complete and e-mail or mail to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.




STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
P.O. Box 339
Honolulu, Hawaii 96890-0339

May 20, 2009

MEMORANDUM

TO: All Interested Parties

FROM: Lillian B. Koller, Director 

SUBJECT: **REQUEST FOR PROPOSALS (RFP) – SEE HAWAII WORK AND UP-FRONT UNIVERSAL ENGAGEMENT PROGRAMS FOR TANF APPLICANTS AND RECIPIENTS, RFP-HMS-903-09-07**

The Department is seeking to purchase the service listed above and further described in the attached RFP that provides information to assist applicants in the preparation of program plans and budget, including:

1. A description of the service sought;
2. Special requirements to be met by the provider;
3. The criteria by which qualifying proposals shall be reviewed/rated; and
4. The criteria for monitoring and evaluating the contract.

An Informational meeting is scheduled on O'ahu on Monday, June 8, 2009, from 9:00 a.m. to 11:00 a.m., at Haseko Center, 820 Mililani Street, Suite 606, Honolulu, Hawaii 96813. For more information, please call Geneva Candean at 586-7060. The Department's Program staff will be present at this session to review the RFP requirements and informally address questions you may have. In order for the proposal to be considered, all applicants are required to submit:

1. One (1) original and three (3) copies of the proposal, delivered to DHS/BESSD/ETPO, at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813.
2. Proposals must be received no later than 4:30 p.m., Monday, July 6, 2009.

Proposal and accompanying materials not requested by the Department or submitted after the deadline will not be accepted for consideration.

Attachments

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: 3 plus Original

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **July 6, 2009** and received by the state purchasing agency no later than **10 days** from the submittal deadline.

All Mail-ins

*Department of Human Services
Benefit, Employment and Support
Services Division
Employment / Child Care Program
Office
820 Mililani Street, Suite 606
Honolulu, HI 96813*

DHS RFP COORDINATOR

*Geneva Candean
808-586-7060
808-586-5744
gcandean@dhs.hawaii.gov*

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), July 6, 2009**. Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., July 6, 2009.

Drop-off Sites

HAND DELIVERIES will be accepted at:
*Department of Human Services
Benefit, Employment and Support Services
Division
Employment & Training Program Office
820 Mililani Street, Suite 606
Honolulu, HI 96813*

RFP Table of Contents

Section 1 Administrative Overview

I.	Procurement Timetable.....	1-1
II.	Website Reference	1-2
III.	Authority	1-2
IV.	RFP Organization	1-3
V.	Contracting Office	1-3
VI.	Orientation	1-3
VII.	Submission of Questions	1-4
VIII.	Submission of Proposals.....	1-4
IX.	Discussions with Applicants.....	1-7
X.	Opening of Proposals.....	1-7
XI.	Additional Materials and Documentation.....	1-7
XII.	RFP Amendments	1-7
XIII.	Final Revised Proposals.....	1-8
XIV.	Cancellation of Request for Proposals.....	1-8
XV.	Costs for Proposal Preparation	1-8
XVI.	Provider Participation in Planning.....	1-8
XVII.	Rejection of Proposals	1-8
XVIII.	Notice of Award	1-9
XIX.	Protests.....	1-9
XX.	Availability of Funds	1-10
XXI.	General and Special Conditions of the Contract.....	1-10
XXII.	Cost Principles	1-10

Section 2 - Service Specifications

I.	Introduction	
A.	Overview, Purpose or Need	2-1
B.	Planning activities conducted in preparation for this RFP.....	2-2
C.	Description of the Goals of the Service	2-2
D.	Description of the Target Population to be Served	2-2
E.	Geographic Coverage of Service	2-2
F.	Probable Funding Amounts, Source, and Period of Availability.....	2-2
II.	General Requirements.....	2-4
A.	Specific Qualifications or Requirements	2-4
B.	Secondary Purchaser Participation	2-4
C.	Multiple or Alternate Proposals	2-5
D.	Single or Multiple Contracts to be Awarded	2-5
E.	Single or Multi-Term Contracts to be Awarded	2-5
F.	RFP Contact Person	2-5

III.	Scope of Work	2-6
	A. Service Activities	2-6
	B. Management Requirements	2-10
	C. Facilities	2-16
IV.	Compensation and Method of Payment.....	2-16

Section 3 - Proposal Application Instructions

	General Instructions for Completing Applications	3-1
I.	Program Overview	3-1
II.	Experience and Capability	3-2
	A. Necessary Skills.....	3-2
	B. Experience	3-2
	C. Quality Assurance and Evaluation	3-2
	D. Coordination of Services	3-2
	E. Facilities	3-2
III.	Project Organization and Staffing	3-2
	A. Staffing	3-2
	B. Project Organization.....	3-3
IV.	Service Delivery	3-3
V.	Financial	3-3
	A. Pricing Structure.....	3-3
	B. Other Financial Related Materials	3-3
VI.	Other	3-4
	A. Litigation	3-4

Section 4 – Proposal Evaluation

I.	Introduction.....	4-1
II.	Evaluation Process	4-1
III.	Evaluation Criteria.....	4-2
	A. Phase 1 – Evaluation of Proposal Requirements	4-2
	B. Phase 2 – Evaluation of Proposal Application	4-2
	C. Phase 3 – Recommendation for Award	4-5

Section 5 – Attachments

Attachment A. Competitive Proposal Application Checklist
Attachment B. Sample Proposal Table of Contents

Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	05/20/09
Distribution of RFP	05/21/09
RFP orientation session	06/08/09
Closing date for submission of written questions for written responses	06/12/09
State purchasing agency's response to applicants' written questions	06/26/09
Discussions with applicant prior to proposal submittal deadline (optional)	Weeks of 06/01/09 – 07/06/09
Proposal submittal deadline	07/06/09
Discussions with applicant after proposal submittal deadline (optional)	N/A
Final revised proposals (optional)	N/A
Proposal evaluation period	Weeks of 07/06/09 – 07/17/09
Provider selection	07/17/09
Notice of statement of findings and decision	Week of 07/20-24/09
Contract start date	09/01/09

II. Website Reference

The State Procurement Office (SPO) website is <http://hawaii.gov/spo/>

For	Click
1 Procurement of Health and Human Services	"Health and Human Services, Chapter 103F, HRS..."
2 RFP website	"Health and Human Services, Ch. 103F..." and "The RFP Website" (located under Quicklinks)
3 Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	"Statutes and Rules" and "Procurement of Health and Human Services"
4 Forms	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Forms"
5 Cost Principles	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Cost Principles"
6 Standard Contract -General Conditions	"Health and Human Services, Ch. 103F..." "For Private Providers" and "Contract Template – General Conditions"
7 Protest Forms/Procedures	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Protests"

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <http://hawaii.gov>)

For	Go to
8 Tax Clearance Forms (Department of Taxation Website)	http://hawaii.gov/tax/ click "Forms"
9 Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	http://capitol.hawaii.gov/ click "Bill Status and Documents" and "Browse the HRS Sections."
10 Department of Commerce and Consumer Affairs, Business Registration	http://hawaii.gov/dcca click "Business Registration"
11 Campaign Spending Commission	http://hawaii.gov/campaign

III. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

IV. RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview: Provides applicants with an overview of the procurement process.

Section 2, Service Specifications: Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines deliverables (as applicable).

Section 3, Proposal Application Instructions: Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation: Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments: Provides applicants with information and forms necessary to complete the application.

V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

*Department of Human Services
Benefit, Employment and Support Services Division
Employment & Training Program Office
820 Mililani Street, Suite 606
Honolulu, HI 96813
RFP Contact: Geneva Candeanu
808-586-7060
808-586-5744
e-mail: gcandeanu@dhs.hawaii.gov*

VI. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date:	June 8, 2009	Time:	9:00 A.M.
Location:	Benefit, Employment and Support Services Division 820 Mililani Street, Suite 606 Honolulu, HI 96813		

Interested parties unable to attend in person may join the orientation via telephone by submitting their call-in number to the RFP contact.

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the paragraph VII. Submission of Questions.

VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

Date: June 12, 2009 **Time:** 4:30 P.M. HST

State agency responses to applicant written questions will be provided by:

Date: June 26, 2009

VIII. Submission of Proposals

A. **Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in II. Website Reference. Refer to the Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPO-H-200).** Provides applicant proposal identification.
2. **Proposal Application Checklist.** Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
3. **Table of Contents.** A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
4. **Proposal Application (Form SPO-H-200A).** Applicant shall submit comprehensive narratives that address all of the proposal

requirements contained in Section 3 of this RFP, including a cost proposal/budget if required.

- B. **Program Specific Requirements.** Program specific requirements are included in Sections 2, Service Specifications and Section 3, Proposal Application Instructions, as applicable. If required, Federal and/or State certifications are listed on the Proposal Application Checklist located in Section 5.
- C. **Multiple or Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. **Tax Clearance.** Pursuant to HRS Section 103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers shall be required to submit a tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). The certificate shall have an original green certified copy stamp and shall be valid for six (6) months from the most recent approval stamp date on the certificate. Tax clearance applications may be obtained from the Department of Taxation website. (Refer to this section's part II. Website Reference.)

- E. **Wages and Labor Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS Section 103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS Section 103-55, at the Hawaii State Legislature website. (See part II, Website Reference.)
 - **Compliance with all Applicable State Business and Employment Laws.** All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be registered and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See part II, Website Reference.)
- F. **Hawaii Compliance Express (HCE).** Providers may register with HCE for online proof of DOTAX and IRS tax clearance Department of Labor

and Industrial Relations (DLIR) labor law compliance, and DCCA good standing compliance. There is a nominal annual fee for the service. The "Certificate of Vendor Compliance" issued online through HCE provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to this section's part II. Website Reference for HCE's website address.

- G. **Campaign Contributions by State and County Contractors.** Providers are hereby notified of the applicability of HRS Section 11-205.5, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, FAQs are available at the Campaign Spending Commission webpage. (See part II, Website Reference.)
- H. **Confidential Information.** If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price is not considered confidential and will not be withheld.

- I. **Confidentiality of Personal Information.** Act 10 relating to personal information was enacted in the 2008 special legislative session. As a result, the Attorney General's General Conditions of Form AG Form 103F, *Confidentiality of Personal Information*, has been amended to include Section 8 regarding protection of the use and disclosure of personal information administered by the agencies and given to third parties.
- J. **Proposal Submittal.** All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:
- Postmarked after the designated date; or
 - Postmarked by the designated date but not received within 10 days from the submittal deadline; or

- If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

Submittal of proposals through electronic means (i.e. faxed, e-mail, cd, etc.) will **not** be accepted.

IX. Discussions with Applicants

- A. **Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. **After Proposal Submittal Deadline -** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance HAR Section 3-143-403.

X. Opening of Proposals

Upon receipt of a proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

XI. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

XII. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

XIII. Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's best and final offer/proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XIV. Cancellation of Request for Proposal

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

XV. Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

XVI. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with HAR Sections 3-142-202 and 3-142-203.

XVII. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- (1) Rejection for failure to cooperate or deal in good faith. (HAR Section 3-141-201)
- (2) Rejection for inadequate accounting system. (HAR Section 3-141-202)
- (3) Late proposals (HAR Section 3-143-603)

- (4) Inadequate response to request for proposals (HAR Section 3-143-609)
- (5) Proposal not responsive (HAR Section 3-143-610(a)(1))
- (6) Applicant not responsible (HAR Section 3-143-610(a)(2))

XVIII. Notice of Award

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XIX. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See paragraph II, Website Reference.) Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Name: Lillian B. Koller, Esq.	Name: Edwin Igarashi

Title: Director	Title: Procurement Officer
Mailing Address: P.O. Box 339 Honolulu, HI 96809	Mailing Address: P.O. Box 339 Honolulu, HI 96809
Business Address: 1390 Miller Street Room 209 Honolulu, HI 96813	Business Address: 1390 Miller Street Room 209 Honolulu, HI 96813

XX. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to HRS Chapter 37, and subject to the availability of State and/or Federal funds.

XXI. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See paragraph II, Website Reference). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201, which is available on the SPO website (see paragraph II, Website Reference). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

I. Introduction

A. Overview, purpose or need

The Department of Human Services, hereinafter known as the “Department”, is requesting proposals from qualified applicants to provide two related services for eligible recipients of Temporary Assistance for Needy Families (TANF). The term TANF also applies to families whose TANF applications are approved under state-funded benefits known as Temporary Assistance for Other Needy families (TAONF). The two services being procured are for an established program entitled SEE Hawaii Work and another established program entitled Upfront Universal Engagement (UFUE) Program.

The purpose of SEE Hawaii Work is to engage prospective employers primarily from the private sector in the welfare-to-work effort, with the goal of providing appropriate and meaningful subsidized and unsubsidized employment opportunities to TANF recipients actively participating in federally or State funded work programs administered by the Department.

The purpose of the UFUE Program is to provide intensive job search, job preparation, employment and case management services to work eligible TANF applicants and recipients, pursuant to Public law 104-193, “Personal Responsibility and Work Opportunity Reconciliation Act of 1996, reauthorized by the Deficit Reduction Act of 2005, which mandates that TANF recipients meet prescribed work performance requirements and progress towards self-sufficiency.

Under the SEE service, two providers will be asked to outreach to employers, develop employment sites and jobs, and to place eligible participants in these jobs in both subsidized and unsubsidized employment positions. The two providers will also be asked to provide UFUE services to TANF applicants and recipients that include, but are not limited to, job readiness preparation, job placement or placement in work experience or community service activities, on-going case management services to assist recipients to gain and retain employment and issuance of support services, such as child care and transportation, which are needed to attain and maintain employment.

Services procured through this RFP are estimated to begin by September 1, 2009 or upon full contract execution, whichever is later.

B. Planning activities conducted in preparation for this RFP

A Request for Information (RFI) was posted on 10/28/2008 for the SEE Hawaii Work service and on 10/29/2008 for the UFUE service.

C. Description of the goals of the service

The goal of these programs is to serve TANF applicants and recipients by preparing them with the necessary work skills to obtain full-time employment leading to self-sufficiency and to ensure that they are successfully engaged in federally defined work activities.

D. Description of the target population to be served

The population to be served consists of work eligible adults who are applying for and receiving TANF benefits. These work eligible adults will all be engaged in the Department's work program, referred to as First-to-Work (FTW). The FTW program for work eligible individuals includes both UFUE FTW units and on-going FTW units. (For more detailed information about the SEE Hawaii Work program, see <http://www.seehawaiiwork.org/>).

The SEE service is available to all TANF recipients active in any FTW unit. Any FTW participant not engaged in unsubsidized or subsidized employment as defined in section III, Scope of Work, below, will be referred for SEE services. Specific referral expectations are set out in regulations and program instructions. The UFUE service is available at the FTW UFUE units.

The Department reserves the right to change the target population, after 30 days notice being afforded to the awarded PROVIDER(s) affected, for the duration of the awarded Contract period.

E. Geographic coverage of service

These services are being procured statewide and will be awarded in two geographical regions. For each service, Region I covers about 60% of the population to be served, and Region II covers about 40% of the population to be served. The number of clients referred to SEE is expected to increase over the next 3 years.

1. SEE Hawaii Work Service

- a. Region I includes the following FTW locations with their respective approximate numbers of clients as of the time of this announcement:

- Downtown FTW 1 323 clients
- Downtown FTW 2 217 clients

- Waianae FTW 273 clients
- All contracted FTW units in Honolulu 863 clients
- Hilo FTW 1 and 2
 - And all Hilo contracted FTW units 930 clients
- Maui FTW (including Molokai and Lanai)
 - And all Maui contracted FTW units 587 clients

Total number of clients in Region I **3193 clients**

- b. Region II includes the following FTW locations with their respective approximate numbers of clients as of the time of this announcement:

- Waipahu FTW 258 clients
- Wahiawa FTW 226 clients;
- Kailua FTW 188 clients
- All contracted FTW units in Central
 - And Leeward Oahu 815 clients
- Kona FTW and contracted FTW units 458 clients
- Kauai FTW and contracted FTW units 177 clients

Total number of clients in Region II **2122 clients**

2. UFUE Service

- a. Region 1 includes the following geographic locations serving approximately 910 clients as of the time of this announcement:

- Oahu (From Hawaii Kai to Makakilo)
- Maui (Including Molokai and Lanai)
- East Hawaii (Hilo)

- b. Region 2 includes the following geographic locations serving approximately 650 clients as of the time of this announcement:

- Oahu (from Waipahu to Waimanalo)
- Kauai (entire island)
- West Hawaii (Kona)

The Department reserves the right to re-assign coverage areas, based on service needs, after 30 days notice being afforded to the awarded PROVIDER(s) affected, for the duration of the awarded Contract period.

F. Probable funding amounts, source, and period of availability

This procurement is expected to be federally and/or state-funded, as applicable, however the percentage of federal funds to be used shall be at the discretion of the Department, subject to the availability of such funding.

The Department intends to award contracts to two (2) different providers for a total combined funding of \$10,000,000.00, prorated as described below for the initial contract period. Interested bidders must submit a proposal describing how they propose to deliver both services statewide. The bidder with the highest evaluation score will be contracted to provide both services to TANF applicants and recipients from Region I and the bidder with the second highest evaluation score shall be contracted to provide both services to TANF applicants and recipients from Region II.

1. Region I Funding

- a. Initial Contract Period. The total amount of funding under this procurement to service the Region I locations for the initial 10-month contract period effective September 1, 2009 to and including June 30, 2010, shall not exceed \$5,000,000 subject to the availability of funding.
- b. Subsequent Contract Extensions. For subsequent contract extensions of up to twelve (12) months in length the amount of funding for Region I shall not exceed \$6,000,000 subject to the availability of funding.

2. Region II Funding

- a. Initial Contract Period. The total amount of funding under this procurement to service the Region II locations for the initial 10-month contract period effective September 1, 2009 to and including June 30, 2010, shall not exceed \$3,333,330, subject to the availability of funding.
- b. Subsequent Contract Extensions. For subsequent contract extensions of up to twelve (12) months in length the amount of funding for Region II shall not exceed \$4,000,000 subject to the availability of funding.

In any given year, funding for either of the contracts may be increased by up to 100% of the original amount without being considered a fundamental change. Increases and extensions are subject to availability of funds, program utilization, satisfactory performance, and determination by the Department for the need of additional funding and continued services.

II. General Requirements

A. Specific qualifications or requirements, including but not limited to licensure or accreditation

The Applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201, which can be found on the SPO website at www.spo.hawaii.gov

B. Secondary purchaser participation
(Refer to HAR Section 3-143-608)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases

None

C. Multiple or alternate proposals:
(Refer to HAR Section 3-143-605)

☐ Allowed ☒ Unallowed

Applicants shall submit one proposal covering a comprehensive statewide service.

D. Single or multiple contracts to be awarded:
(Refer to HAR Section 3-143-206)

☐ Single ☒ Multiple ☐ Single & Multiple

E. Single or multi-term contracts to be awarded:
(Refer to HAR Section 3-149-302)

☐ Single term (2 years or less) ☒ Multi-term (more than 2 years)

Contract terms:

Initial term of contract: September 1, 2009 through June 30, 2010.

Contract extensions thereafter: up to 12 months.

Number of possible extensions: 3

Maximum length of contract: Not to exceed June 30, 2013

The initial period shall commence on the contract start date.

Extensions must be initiated by the Department through a supplemental contract fully executed by the Department and the PROVIDER(s).

F. RFP contact person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider(s). Written questions should be submitted to the RFP contact person and received by the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

Geneva Candeau, Program Specialist
 (808) 586-7060
 Fax: (808) 586-5744
 e-mail: gcandea@dhs.hawaii.gov

III. Scope of Work

The objective of the SEE Hawaii Work program is to outreach to employers, develop subsidized and unsubsidized employment sites, place individuals in the sites developed, monitor placements and coordinate with employers, and to generally ensure that subsidized and unsubsidized employment opportunities are provided for TANF recipients involved in the Department's FTW program. The FTW program for work eligible individuals includes both UFUE FTW units and on-going FTW units. (For more detailed information about the SEE Hawaii Work program, see <http://www.seehawaiiwork.org/>).

The objective of the UFUE program is to provide intensive job readiness, job search, employment, and case management services to TANF applicants and recipients engaged in the FTW UFUE units.

All work eligible individuals in families who apply for TANF benefits will be referred for participation in the UFUE program. The UFUE participant must satisfactorily meet work performance requirements specified in **Public law 104-193, "Personal Responsibility and Work Opportunity Reconciliation Act of 1996, and by the Deficit Reduction Act of 2005 (DRA) rules**, by participating in federally defined work activities. If the family is determined to be eligible for TANF benefits, after the initial pay-after-performance, twenty-one (21) days compliance period that is a condition of TANF eligibility, the UFUE participant will continue in the program during the first six (6) months of TANF eligibility. Monthly compliance with approved work activities must be met during these 6 months. In the seventh month, the family will transition to the on-going FTW program if additional employment and case management services are necessary to establish self-sufficiency, unless the participant is actively engaged in the SEE program or has an unsubsidized job. In those cases, the Provider will continue to provide employment and case management services until the Provider has had the opportunity to earn the retention payment points. If, at that time, the family continues to be TANF eligible, the family will transfer to the FTW program.

The ultimate goal of the SEE Hawaii Work and UFUE programs is to assist TANF recipients to quickly become employed and progress toward self-sufficiency.

The scope of work for each service encompasses the following tasks and responsibilities:

A. Service Activities

SEE Hawaii Work

The Provider is expected to develop a partnership with the employer community in an effort to secure a variety of subsidized and unsubsidized employment opportunities and, subsequently, to place FTW participants in subsidized and unsubsidized employment with these employers for no less than twenty-four (24) and no more than forty (40) hours per week.

The Provider will provide services in accordance with the following functions:

1. Employer Partnership Development

A key function is outreach and marketing to the business community to elicit employers' willingness to provide subsidized and unsubsidized employment opportunities. This includes, but is not limited to:

-
- a. Developing all necessary marketing tools such as brochures and presentation materials in consultation with the Department and subject to the Department's approval. All such materials shall remain the property of the Department upon termination of the contract;
 - b. Promoting SEE opportunities to the employer community through associations, such as the Chamber of Commerce, and association publications and newsletters;
 - c. Contacting and conducting marketing presentations to employers (any employer can potentially qualify for SEE Hawaii Work); and

2. SEE Employment Site Development

Responsibilities for this function include but are not limited to:

- a. Obtaining information from the prospective employer regarding the nature of employment, including hiring and skill requirements;
- b. Reporting data pertaining to employer recruitment and employment development;
- c. Developing job orders and maintaining a job orders listing for distribution to FTW units and other contracted SEE agencies;
- d. Meeting with the Department officials on a routine basis to discuss the status of the Program; and

- e. Preparing and submitting reports as needed.

3. SEE Employment Placement and Follow-up

Responsibilities for this function include but are not limited to:

- a. Matching job orders with unemployed or underemployed FTW participants;
- b. Referring appropriate applicants to the SEE employer by forwarding a copy of the Job Order form attached to the applicant's resume and/or application.
- c. Scheduling interviews at an employer's request for applicants whose resume and/or application has been selected by the employer;
- d. Formalizing agreements with employers by utilizing the SEE Agreement form.

NOTE: When a participant transfers to a geographical area serviced by a different SEE provider, the client's original agreement continues without interruption. The new SEE provider does not enter into a new agreement with the same employer for this participant.

- e. Terminating agreements with employers for cause or otherwise.
- f. Evaluating SEE participants' progress as needed, or at a minimum, through monthly site visits;
- g. Maintaining weekly follow-up (off-site and/or off-hours if-needed) with SEE participants to monitor progress, and address any inquiries the participant may have regarding the employment or the employer;
- h. Reporting the SEE participant's employment progress to the assigned FTW Case Manager (CM) on a regular basis to facilitate verification of the participant's compliance with the FTW participation requirements;
- i. Referring the SEE participant to the assigned CM, if any non-employment issues are suspected or disclosed by the participant;
- j. Reporting data pertaining to employee placement, performance, and retention;

4. SEE Employer's Responsibilities

The Provider ensures that the SEE employer:

- a. Agrees to employ the participant, preferably full-time, but no less than 24 hours per week;
- b. Pays the SEE participant at a rate that is comparable to the pay of non-SEE employees in comparable positions;
- c. Provides the SEE participant working conditions that are substantially similar to those of non-SEE employees in similar occupations;

- d. Provides the supervision, training, and guidance necessary to enable the participant to develop basic work habits, and to become more employable;
- e. Assigns a mentor to each participant on the work site;
- f. Notifies the Provider on a timely basis whenever the employee is not making satisfactory progress, is absent without good cause, or gets injured at the worksite;
- g. Allows the SEE participant 8 paid hours per week of job search during the last month of the on-the-job training agreement, if the Provider does not intend to offer the participant full-time unsubsidized employment; and
- h. Timely submits the SEE Reimbursement Invoice form and copies of the corresponding pay stubs to the SEE Provider on a monthly basis.

NOTE: To avoid any conflict of interest, the SEE provider cannot make a SEE placement within its own company or affiliate company.

5. SEE Employer Payments

The SEE Provider ensures that the employer pays the SEE employee wages at par with the market rate for the position offered. The Department will reimburse the employer at a subsidized rate equal to the state minimum wage, plus \$.50 for each additional \$1.00 per hour paid over the minimum wage, and 14% of the total subsidized wages to cover employee related expenses for no less than 24-hours per week and no more than 40 hours per week.

6. SEE Employer Reimbursement Process

The SEE Provider is responsible for the following:

- a. Providing the employer with SEE Reimbursement Invoice forms once a FTW participant is hired;
- b. Processing the SEE Reimbursement Invoices forwarded by employers by verifying the hours worked and amount invoiced, and entering the wage reimbursements data in the SEE fiscal agent's web-based portal within two (2) business days of receipt of the SEE Reimbursement Invoice;
- c. Addressing any discrepancies related to payroll;

7. Medical Coverage

The SEE Provider promotes the fact that the Department provides medical coverage to the SEE participant who is a TANF recipient, and will continue to provide coverage during the first six months following the end of the SEE participant's TANF eligibility.

UFUE

NOTE: The Provider will receive comprehensive training from the Department in the Hawaii Automated Network Assistance (HANA) system and the FTW programs policies and procedures. The FTW policies and procedures training will clearly define each allowable work activity and cover the manner in which work activities can be combined to meet work participation requirements. Certain of these allowable work activities are “core” activities, and individuals must participate in these core activities a minimum number of hours to meet work participation requirements.

The Provider is required to meet a minimum of 70% overall participation rate with priority given first to unsubsidized employment and second to subsidized employment. The participation rate is the percentage of active, work-eligible recipients who have satisfactorily met their participation requirement under the federal TANF rules (numerator), divided by the total number of work eligible recipients in the service area who are participating in the unit’s UFUE program (denominator).

Active client is defined as an UFUE participant in any given month who has been approved for TANF benefits, excluding participants who have been referred for sanction during that month but whose sanction has not yet been imposed by the Department.

The Provider will provide services in accordance with the following functions:

1. Assessment and Employability Planning

The Provider schedules orientation sessions in HANA for TANF applicants determined to be work eligible individuals, conducts an interactive orientation and discussion with applicants that demonstrates work pays and shows that they can succeed at work, confirms attendance of the applicant at the orientation which is a condition of TANF eligibility, and conducts an intake (activating the applicant’s participation in HANA) immediately following the orientation session.

Within two business days of the orientation and intake session, the Provider assigns a case manager who must conduct an educational and psycho-social assessment interview to identify the strengths and weaknesses of the participant, and to assess the participant’s basic skills, aptitudes and current situation. The information obtained from the assessment is used to formulate the participant’s Employability Plan (EP) that outlines participation requirements and scheduled work activities. The EP is developed in accordance with the participant’s goals, needs and abilities and must provide the foundation for

measurable progress towards employment.

During the orientation, assessment and planning period, the Provider must also work with the individual to educate them on the benefits of different child care arrangements, refer them to PATCH, if needed and ensure that needed child care arrangements are made.

2. Participation in Work Activities

Pursuant to the Hawaii Work Verification Plan (WVP) and HAR §17-794.1, Subchapter 3, there are twelve (12) allowable work activities for the purposes of the UFUE program: Unsubsidized Employment, Subsidized Private Sector Employment, Subsidized Public Sector Employment, On-the-Job Training, Work Experience, Community Service Program, Job Search and Job Readiness Assistance, Vocational Educational Training, Providing Child Care Services for a Community Service Program Participant, Job Skills Training, Education Directly Related To Employment, and Satisfactory Attendance at Secondary School. HAR §17-794.1 is available at www.hawaii.gov/dhs

3. On-going Case Management

Case management services are continuous from assessment until the participant exits the UFUE program with special attention on guiding the participant into work or compliance with other work participation requirements and monitoring on-going compliance.

4. Support Services and Participation Reimbursement

The Provider shall provide the participant with the necessary supportive services needed to comply with the participation requirements of the Employability Plan. The Provider uses the HANA system to issue support services payments such child care, transportation, or work related expenses to eligible participants in order to facilitate the participants' preparedness for and transition to self-sufficiency.

B. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel

The Provider provides and maintains adequate staffing to service the designated FTW offices to be served in each Region. Adequate staffing, at a minimum, is defined as staffing that is able to address the functions detailed in Section III-A above for each FTW office:

Employer Partnership Development to service all FTW units in either one of the Regions;

SEE Employment Site Development to service all FTW units in either one of the Regions;
 SEE Employment Placement and Follow Up to service all FTW units in either one of the Regions; and
 On-going Case Management to service UFUE participants in either one of the Regions.

The offerer must provide the position descriptions, minimum qualifications for these positions, proposed staffing ratios and the basis and rationale for the staffing pattern proposed..

NOTE: After the award of the contract, the successful bidder will be required to submit a detailed specification of all staff and their qualifications for review by DHS. Project activities cannot commence until DHS has approved the configuration of staff and their respective qualifications.

The Provider is responsible for the continuity of services in the event of staff illness, medical emergencies, vacancies, or other situations that result in program resources that are less than proposed and contracted for, and cannot require nor depend on the State agency's staff to provide services in the event that program resources are not available due to the above situations

2. Administrative

Hours of Operation: Normal hours of operation shall be 7:45 a.m. to 4:30 p.m., Mondays through Fridays, excluding State Holidays.

Division Procedures: The Provider shall follow procedures established by BESSD and use the HANA system to do case management, data entry, and issue support services payments

Execution of Contract: The successful Offerer will be required to enter into a formal written contract with the Department in accordance with the laws, rules and regulations of the State of Hawaii.

Equipment: The Provider is responsible to purchase or lease, with the available funding, all the necessary furniture and equipment needed to perform the services. Allowed purchases/leases include office equipment, chairs, desks, file cabinets, bookcases, copiers, facsimile machines, mail meter, desk telephones for the staff, and adequate furniture for a small reception area, as needed, within the limitations of the Chapter 103F "Cost Principles." Equipment purchased with these government funds shall be the property of the Department. The Provider must be on the Department

network, therefore, the Department will purchase network equipment, computer packages, and printers, as needed.

The stated requirements appearing elsewhere in this RFP shall become part of the terms and conditions of the resulting contract. Any deviations thereof must be specifically defined by the applicant in its proposal which, if successful, will become part of the contract.

The funds available for this project are limited. The Department reserves the rights to contract for only those services which appear to be in the best interests of the Department.

The Department reserves the right to cancel the contract without cause and to request new proposals for the work. Upon award of the work, the Department will forward the formal contract to the successful Provider for execution. The contract shall be signed by the successful Provider and returned, together with required insurance documents (including indemnification), and other supporting documents, within ten (10) calendar days after receipt by the Providers, or within such further time as the Director may allow.

No such contract shall be binding upon the Department until the contract has been fully and properly executed by all the parties thereto and the State Comptroller has, in accordance with Section 103-39, Hawaii Revised Statutes, endorsed thereon his certificate that there is an appropriation or balance of an appropriation over and above all outstanding contracts, sufficient to cover the amount required by the contract during the fiscal year. Further, the contract shall not be considered to be fully executed until the Department of the Attorney General of the State of Hawaii has approved the contract as to form.

No Supplementary Agreement shall be binding upon the Department until the Agreement has been fully and properly executed by all parties thereto prior to the start date of Agreement. The Provider shall not provide any services until the Agreement is fully and properly executed.

Any work performed by the successful Provider prior to execution of the contract shall be at the Provider's own risk and expense. The State of Hawaii and the Department are not and will not be liable for any work, contract costs, expenses, loss of profits or damages whatsoever incurred by the successful Provider prior to the execution of the contract.

3. Quality assurance and evaluation specifications

The proposal shall be evaluated based upon performance as described in this section and discussed above. The proposal shall also be reviewed for

overall cost effectiveness based upon the overall cost compared to the performance outcome.

4. Output and performance/outcome measurements

- a. Successful development of subsidized and unsubsidized employment sites
- b. Timely placement, retention, and ongoing monitoring of FTW participants engaged in SEE subsidized and unsubsidized employment.
- c. Timely placement and monitoring of UFUE participants in work and other federally defined and countable work activities
- d. Successful case management of UFUE participants to ensure compliance with work participation requirements
- e. Successful transition of SEE participants from subsidized to unsubsidized employment placements
- f. Successful transition of UFUE participants to TANF exit due to employment
- g. Meeting the 70% work participation rate for UFUE participants.

5. Experience

The offeror must demonstrate a thorough understanding of the purpose and scope of the service activities, as well as the necessary skills, abilities, and knowledge of, and experience relating to the delivery of the proposed services.

A proven track record of operating a work program for the TANF population, as well as marketing and providing manpower services to a wide spectrum of businesses utilizing a labor force composed substantially of low-skilled workers, is desirable and must be validated by business references.

6. Coordination of services

The offeror must demonstrate the capability to coordinate services and to collaborate with other offices within the Department, other providers, government agencies, and resources in the community relating to the delivery of the proposed services.

The Provider may utilize subcontracting as a means of delivering the services, however such subcontracting may not exceed 40% of the Provider's obligation to the delivery of services.

7. Reporting requirements for program and fiscal data

A monthly report shall be submitted for each service along with a monthly invoice for payment. The monthly report shall provide both an unduplicated count for the reporting month, as well as an unduplicated cumulative count for the contract period. Each provider will report SEE and UFUE data for their assigned Region. The Department will provide the standard format for the reports.

The **SEE Hawaii Work monthly report** includes the following:

- a. Numbers of subsidized and unsubsidized sites developed;
- b. Numbers of subsidized and unsubsidized placements developed;
- c. Number of SEE referrals from DHS;
- d. Number of SEE referrals engaged timely (defined as initial contact with SEE referral within 2 days of referral date);
- e. Number of clients referred back to DHS for non-compliance;
- f. Numbers of subsidized and unsubsidized placements filled;
- g. Numbers of successful completion of subsidized and unsubsidized placements (defined as completing the agreed upon term of the SEE placement or maintaining unsubsidized employment for 6 months);
- h. Number of successful conversion from subsidized SEE placement to unsubsidized employment in a wide spectrum of businesses for 90 days effective from the date of hire in the unsubsidized employment;
- i. Number of successful conversions from SEE placement to unsubsidized employment in a wide spectrum of businesses for 180 days effective from the date of hire in the unsubsidized employment; and
- j. Number of unsuccessful conversion from SEE placement to unsubsidized employment (defined as no placement to unsubsidized employment, or loss of unsubsidized employment within 180 days of hire;

In addition, the monthly report shall also include the following narrative requirements:

- a. Names of SEE referrals engaged timely, SEE referral date, engagement date, and contact method used (telephone, face-to-face, etc.)
- b. Lowest starting wage for SEE subsidized placement
- c. Highest starting wage for SEE subsidized placement
- d. Average starting wage for SEE subsidized placement
- e. Lowest starting wage for SEE unsubsidized employment placement
- f. Highest starting wage for SEE unsubsidized employment placement
- g. Average starting wage for SEE unsubsidized employment placement
- h. Average wage increase for participants in unsubsidized and subsidized employment placement after 90 days

- i. Average wage increase for participants in unsubsidized and subsidized employment placement after 180 days
- j. Top 5 occupations being filled by SEE subsidized and unsubsidized placements
- k. Top 5 placements developed by SEE but not yet filled. Each unfilled placement should include: Name of business, type of occupation, starting wage for these placements, experience needed, and reasons why not being filled
- l. Top 10 businesses that have the greatest number of active SEE placement
- m. Concerns or issues that affect the effectiveness of the SEE program
- n. Status on any special projects or requests made by the Department.

The **UFUE monthly report** includes the following:

- a. Number of applicant cases scheduled for Upfront Orientation
- b. Number of cases with completed Upfront Orientation and subsequent HANA Intake timely
- c. Number of clients with completed assessment (including employability plan) within 48 hours of Orientation/Intake
- d. Number of cases transferred in due to change in participation status
- e. Number of clients transferred in due to change in participation status
- f. Number of cases transferred out
 - Due to change in participation status
 - Due to pregnancy (≥ 8 months)
 - Due to domestic violence
- h. Number of clients transferred out
- i. Number of active UFUE cases open in HANA
 - Number of US single-parent households
 - Number of US two-parent households
 - Number of non-citizen single-parents households
 - Number of non-citizen two-parent households
 - Number of cases employed 20-29 hours per week
 - Number of cases employed 30-39 hours per week
 - Number of cases employed 40+ hours per week
- j. Number of cases engaged in the SEE Program
- k. Number of cases that withdrew their TANF application after the eligibility interview
- l. Total number of cases denied TANF
 - Number of cases denied TANF due to no-show for Upfront Orientation
 - Number of cases denied after eligibility interview
 - Number of cases denied TANF due to non-compliance with the 21-day pay after performance period
- m. Number of cases referred for sanction

- Number of cases with sanction imposed by end of the month following report month
- Number of cases with sanction imposed after the end of the month following the report month
- Number of cases determined to have good cause
- n. Number of cases closed due to employment
- o. Number of employed cases closed due to voluntary closure
- p. Number of compliant cases transferred to ongoing First-To-Work
- q. Number of remaining active UFUE cases at the end of the report month

In addition, the monthly report shall also include the following narrative requirements:

- a. Names of participants who have satisfactorily met their participation requirement for the report month, their participation requirement and how participation was verified
- b. Names of participants who have been placed in unsubsidized employment for the report month and the date of placement
- c. Names of participants who have exited the UFUE program in the report month due to unsubsidized employment and the date of exit

Note: The Department may further refine these reporting requirements based on evaluation of the service(s) that are awarded.

8. Fiscal Data Reporting:

Refer to Section IV

C. Facilities

Applicants shall secure adequate facilities to provide this service. Such facilities should take in consideration access and security needs of the population being served.

IV. COMPENSATION AND METHOD OF PAYMENT

A. Introduction

The compensation and method of payment will combine two methods of payment: cost reimbursement and performance-based payments. During the first 5 months of the initial contract period, 100% of the contract funding will be paid by cost reimbursement. Additionally, any performance-based payment earned during that time will be paid to the Provider.

During the remaining 5 months of the initial contract period up to 65% of remaining funding will be paid by cost reimbursement, and 35% must be earned through performance-based payments. The combined total for the cost reimbursement and performance based payments shall not exceed the total contract amount stated in Section I(F).

In subsequent contract years, the Department may gradually increase in annual increments the required performance-based payments up to 75% of the total contract funding.

Final settlement will not be available until all reports and other materials to be due to the Department have been submitted by the Provider and accepted by the Department, all discrepancies in performance of services have been resolved, all other outstanding matters have been completed, tax clearances have been received, and all outstanding fiscal obligations have been reconciled.

B. Cost Reimbursement

The Department shall consider proposals on a partial “cost-type” or “pure reimbursement” pricing structure from the applicants who are non-profit organizations licensed to do business in the State of Hawaii. “Cost type” involves the payment of actual incurred costs within a predetermined estimated amount.

The Department shall also consider proposals based on a partial “cost-plus-fixed-fee” from the applicants who are for-profit organizations licensed to do business in the State of Hawaii. “Cost-plus-fixed-fee” allows for payment of actual incurred costs within a predetermined estimated amount plus an agreed upon fee which will not change. The Department anticipates these fees to be limited to 10% or less of the contract award. These fees also need to be built within the contract ceiling.

Please note that the Department reserves the right to negotiate the finalized amount of fixed fees within the limits discussed above.

The Department shall select the applicable cost proposals subject to the legal standing of the applicant organization; i.e., non-profit or for-profit and that are in the best interests of the State of Hawaii.

All budget forms, instructions and samples are located on the SPO website (see the Proposal Application Checklist in Section 5 for website address). The following budget form(s) shall be submitted with the Proposal Application:

The following are the budget form(s), which are contained in the POS manual, shall be submitted, as described in the Checklist attached herewith, with the POS Proposal Application:

SPO-H-205	Budget
SPO-H-205A	Organization-Wide By Source of Funds
SPO-H-205B	Organization-Wide Budget by Programs
SPO-H-206A	Personnel - Salaries & Wages
SPO-H-206B	Personnel - Payroll Taxes and Fringe Benefits
SPO-H-206C	Travel - Inter-Island
SPO-H-206D	Travel - Out-of-State*
SPO-H-206E	Contractual Services-Administration
SPO-H-206F	Contractual Services-Subcontracts
SPO-H-206G	Indirect Costs
SPO-H-206H	Other Costs
SPO-H-206I	Equipment Purchases*

*Expenditures require justification and prior approval.

C. Performance Based Payments:

The performance-based payments section of the proposal costs shall be based on a "Per Unit Rate" structure. In a "Per Unit Rate", pricing is based on the delivery of a defined unit of service(s).

This method of payment requires the Provider to submit monthly invoices, as developed by the Department, specifying the amount requested for achieving each performance-based measure, the submittal of the corresponding monthly report as specified in Section III(B)(7), and certifying that services requested under the Contract have been performed by the Provider

Unless 95% of TANF applicants scheduled for an Orientation are activated in HANA on the day of the orientation, all performance-based payments will be reduced by 10%.

The minimum UFUE participation rate of 70% as defined in section III.A. UFUE on page 2-10, must be met in order to qualify for 100% of any performance-based payment. If the UFUE participation rate is between 50 and 69%, all performance-based payments will be reduce by 20%. Failure to meet an UFUE participation rate of at least 50% will render the Provider ineligible for any performance-based payments and may result in a 30-day notice terminating the contract.

The Department proposes the following performance-based measures and corresponding payments, but strongly encourages the applicant to propose other performance-based measures for consideration.

Performance-Based Payment 1

- a. Development of a new SEE job opening by either provider that results in a subsidized or unsubsidized SEE placement of no less than 60 days:

\$250 per unique participant

- b. \$10,000 for every 100 subsidized jobs created and filled for no less than 60 days

Note: This payment does not apply to positions already developed and listed on the current SEE Job Order List.

There is no maximum to the number of claims.

Performance-Based Payment 2

Placement of a participant in a subsidized job, including the jobs listed on the current SEE Job Order List, with participant retention for a minimum of 90 days, effective from the employment start date;

\$350 per unique participant

There is no maximum to the number of claims.

Performance-Based Payment 3

Placement of a participant in an unsubsidized job with participant retention for a minimum of 90 days, effective from the employment start date.

40 hours a week	=	\$1,750 per unique participant
30-39 hours a week	=	\$1,000 per unique participant
Below 30 hours a week	=	\$ 500 per unique participant

There is no maximum to the number of claims

Performance-Based Payment 4

Placement of a participant in an unsubsidized job, including participants transitioning from subsidized to unsubsidized employment, with participant retention for a minimum of 180 days effective from the employment start date.

40 hours a week	=	\$3,000 per unique participant
30-39 hours a week	=	\$2,000 per unique participant
Below 30 hours a week	=	\$ 750 per unique participant

There is no maximum to the number of claims

Performance Based Payment 5

The participant experiences an increase in wages, either due to increased hours or increased pay during the period of performance-based payments 3-4

\$300 for every \$50 increase in monthly income

There is no maximum to the number of claims

Performance-Based Payment 6

75 - 85 % participation rate for the report month

\$7,500 for each month the rate is achieved under these conditions

86 – 100 % participation rate for the report month

\$15,000 for each month the rate is achieved under these conditions

Performance-Based Payment 7

Participant has obtained unsubsidized employment, exits the UFUE program, and remains off TANF for a minimum of ninety (90) days:

\$2,000 per unique participant in a contract period

***Note: The Department may change the performance-based payment structure and amounts, in writing, at least 60 days prior to such action taking place.**

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 1, paragraph II, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

I. Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered.

II. Experience and Capability

A. Necessary Skills

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

The applicant shall provide a description of projects/contracts pertinent to the proposed services.

The applicant shall include points of contact, addresses, e-mail/phone numbers of project references. The State reserves the right to contact references to verify experience.

C. Quality Assurance and Evaluation

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

D. Coordination of Services

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

E. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements and special equipment that may be required for the services.

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for all staff positions. (Refer to the qualifications in the Service Specifications, as applicable)

B. Project Organization

1. Supervision and Training

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

2. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application.

IV. Service Delivery

Applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

V. Financial

A. Pricing Structure

The Pricing for this RFP will be based on both “Cost Reimbursement” and “Per Unit Rate” structures. “Cost Reimbursement” involves the payment of all incurred costs within a predetermined total estimate cost. “Per Unit Rate” pricing is based on the delivery of a defined unit of service(s) or performance-based measure(s). Refer to Section IV above for additional detail regarding the pricing structure, including performance-based criteria.

B. Other Financial Related Materials

1. Accounting System

In order to determine the adequacy of the applicant’s accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

Audit Report (most recent)

2. Tax Clearance Certificate (Form A-6)

An original or certified copy of a current (within 3 months), valid tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) shall be submitted with the proposal by the due date and time. The two-part Tax Clearance Application (Form A-6) that combines DOTAX and IRS tax clearance shall be used for this purpose.

Substitution allowed: Current (within the period of this RFP) Certificate of Vendor Compliance issued by Hawaii Compliance Express

VI. Other

A. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment, at the time the SPO-H-200A is signed and filed. If applicable, please explain. Failure to provide full disclosure shall result in automatic disqualification of the RFP application.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and/or program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

Evaluation Categories

Possible Points

Administrative Requirements

Proposal Application

100 Points

Program Overview	0 points
Experience and Capability	30 points
Administration	10 points
Project Organization and Staffing	20 points
Service Delivery	30 points
Financial	10 Points

TOTAL POSSIBLE POINTS

100 Points

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

Exclusion of any of the required documents stated in (A)(1) and (2) below as part of the submitted final proposal shall disqualify the applicant from selection consideration.

1. Administrative Requirements

- Application Checklist
- Registration (if not pre-registered with the State Procurement Office)
- Tax Clearance Certificate
- Certifications

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of Proposal Application (100 Points)

Scoring for each bulleted item identified below in section 1 through 4 is assigned a value of 0 through 5 points. The following is an explanation of the point assignments:

Points

- 5= Very satisfactory
- 4= More than satisfactory
- 3= Satisfactory
- 2= Less than satisfactory
- 1= Unsatisfactory
- 0= Not addressed (no credit)

Program Overview: No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

1. Experience and Capability (30 Points total)

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

A. Necessary Skills

- Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services. _____
- Demonstrated a thorough understanding of the purpose and scope of the service activity _____
- Described how the proposed service is designed to meet the pertinent issues and problems related to the service activity. _____

B. Experience

- Demonstrated experience related to the delivery of the proposed service, including experience with developing a wide range of occupations and subsequently placing a significant proportion of low-skilled individuals in employment. _____
- Described projects/contracts implemented in the last 5 years that are pertinent to the proposed services _____
- Demonstrated experience gathering and reporting performance data _____

TOTAL**2. Administration (15 Points Total)****A. Quality Assurance and Evaluation and**

Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology. _____

B. Coordination of Services

Demonstrated capability to coordinate services with other agencies and resources in the community _____

B. Facilities

Adequacy of facilities relative to the proposed services _____

TOTAL

3. *Staffing and Project Organization (20 Points total)*

The State will evaluate the applicant's overall staffing approach to the service that shall include:

A. *Staffing*

- Proposed Staffing: Specifically state how the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services. _____
- Staff Qualifications: Minimum qualifications (including experience) for staff positions. _____

B. *Project Organization*

- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. _____
- Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks. _____

TOTAL _____

4. *Service Delivery (25 Points Total)*

The State will evaluate the criteria in this section to assess the applicant's approach to the service activities and management requirements outlined in the Proposal Application

- Describes the overall program content and design, and demonstrates an understanding of the target group, various service activities and sequence of events. _____
- Presents evidence of cooperation and collaboration, and willingness to follow DHS requirements, policies and procedures. _____
- Demonstrates knowledge of handling customer service and complaints. _____
- Describes staff/program management activities. _____
- Proposes a work plan for program implementation that is logical, reasonable, and attainable and provides for public relations and community collaboration.. _____

TOTAL _____

5. Financial (10 Points Total)

- Demonstrates solid financial stability and accounting practices _____
- Provides the most recent audit report available _____

TOTAL _____**C. Phase 3 - Recommendation for Award**

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

Section 5

Attachments

- A. Proposal Application Checklist
 - B. Sample Table of Contents
-

Proposal Application Checklist

Applicant: _____

RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, paragraph II Website Reference.*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*	X	
Cost Proposal (Budget)			X	
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5	X	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5	X	
SPO-H-206A	Section 3, RFP	SPO Website*		
SPO-H-206B	Section 3, RFP	SPO Website*		
SPO-H-206C	Section 3, RFP	SPO Website*		
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*		
SPO-H-206F	Section 3, RFP	SPO Website*		
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*		
SPO-H-206I	Section 3, RFP	SPO Website*		
SPO-H-206J	Section 3, RFP	SPO Website*		
Certifications:				
<i>Federal Certifications</i>		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				
Position descriptions of proposed staff	Section 3, RFP		X	
References of employers	Section 3, RFP		X	

Authorized Signature

Date

Proposal Application Table of Contents

I.	Program Overview.....	1
II.	Experience and Capability	1
	A. Necessary Skills	2
	B. Experience.....	4
	C. Quality Assurance and Evaluation.....	5
	D. Coordination of Services.....	6
	E. Facilities	6
III.	Project Organization and Staffing	7
	A. Staffing.....	7
	1. Proposed Staffing.....	7
	2. Staff Qualifications	9
	B. Project Organization	10
	1. Supervision and Training.....	10
	2. Organization Chart (Program & Organization-wide) (See Attachments for Organization Charts)	
IV.	Service Delivery.....	12
V.	Financial.....	20
	See Attachments for Cost Proposal	
VI.	Litigation.....	20
VII.	Attachments	
	A. Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits	
	SPO-H-206C Budget Justification - Travel: Interisland	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
	B. Other Financial Related Materials	
	Financial Audit for fiscal year ended June 30, 1996	
	C. Organization Chart	
	Program	
	Organization-wide	
	D. Performance and Output Measurement Tables	
	Table A	
	Table B	
	Table C	
	E. Program Specific Requirements	